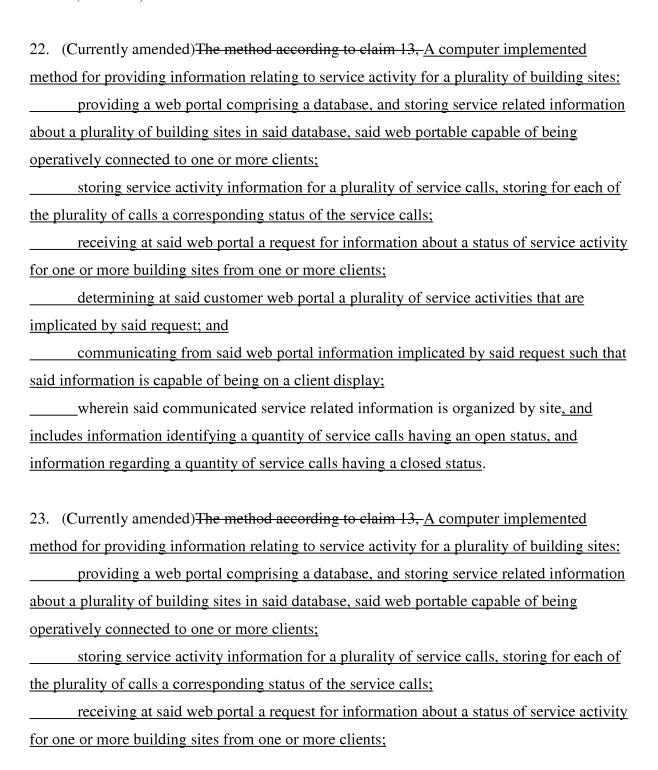
Amendments to the Claims

1-21. (Canceled)



determining at said customer web portal a plurality of service activities that are
implicated by said request; and
communicating from said web portal information implicated by said request such that
said information is capable of being on a client display;
wherein said communicated service related information is organized by system, and
includes information identifying a quantity of service calls for each of a plurality of systems.
2433. (Canceled)
34. (Currently Amended) A system for providing information relating to service activity
for a plurality of building sites comprising:
a web portal comprising a database for storing service activity for a plurality of
building sites, said web portal capable of being connected to a plurality of clients and for
receiving at said web portal a request for information about a status of service activity for one
or more building sites from one or more clients;
said web portal capable of determining a plurality of service activities that are
implicated by said request, said web portal capable of communicating said service activity
information implicated by said request such that said service activity information is capable of
being displayed on a client display, said communicated service activity information including
information identifying a quantity of service calls having an open status, and information
regarding a quantity of service calls having a closed status; and
The system according to claim 25, wherein said service related information
communicated by said web portal is organized by site.

35.-42. (Canceled)

43. (New) The method according to claim 22, further comprising receiving a request from a client to display further information about an individual service activity, and communicating said further information such that said information is capable of being displayed on a client display.

- 44. (New) The method according to claim 22, wherein said service activity information further comprises information relating to the type of service activity being provided.
- 45. (New) The method according to claim 22, wherein said service activity information further comprises information about the type of system a service activity is being provided for.
- 46. (New) The method according to claim 22, wherein service activity information further comprises information about a call type of a service activity.
- 47. (New) The method according to claim 22, wherein service activity information further comprises information identifying a quantity of service calls having an open status for each of a plurality of sites in which service activity is being performed, and information regarding a quantity of service calls having a closed status for each of the plurality of sites.
- 48. (New) The method according to claim 22, further comprising receiving a request from a client to obtain further information about an individual building site and communicating said further information about an individual building site such that said information is capable of being displayed on a client display.
- 49. (New) The method according to claim 22, further comprising receiving a request from a client for information about an individual service order, and communicating said individual service order information such that said individual service order information is capable of being displayed on a client display.
- 50. (New) The method according to claim 23, further comprising receiving a request from a client to display further information about an individual service activity, and communicating said further information such that said information is capable of being displayed on a client display.

- 51. (New) The method according to claim 50, wherein the further information further comprises information about a call type of the individual service activity.
- 52. (New) The method according to claim 23, wherein service activity information further comprises information identifying a quantity of service calls having an open status for each of a plurality of sites in which service activity is being performed, and information regarding a quantity of service calls having a closed status for each of the plurality of sites.
- 53. (New) The method according to claim 23, further comprising receiving a request from a client to obtain further information about an individual building site and communicating said further information about an individual building site such that said information is capable of being displayed on a client display.
- 54. (New) The system according to claim 34, wherein said web portal is capable of receiving a request for further information about an individual service activity and is capable of communicating said further information such that said information is capable of being displayed on a client display.
- 55. (New) The system according to claim 34, wherein the service activity information communicating by said web portal further comprises information relating to the type of service activity being provided.